

February 1, 2022 Program Monitoring Information

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
BHS	Alternative Family Services, Inc.								
	AFS Outpatient Services, Therapeutic Visitation SF, & Treatment Foster Care	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	FY19-20	Program met 57.5% of contracted performance objectives and 83.6% of of its contracted units of service. No compliance issues noted. Client satisfaction return rate <50%.
BHS	Fort Help, LLC								
	Bryant St. Clinic	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	FY19-20	Program met 95 % of its contracted performance objectives and 67% of its contracted units of service. Client satisfaction submitted in timely fashion with 80-89% of clients indicating satisfaction but survey return rate was less than 50%. No compliance issues noted.
	Mission St. Clinic	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	FY19-20	Program met 83 % of its contracted performance objectives and 79% of its contracted units of service. Client satisfaction submitted in timely fashion with 90-100% of clients indicating satisfaction and survey return rate was greater than 50%. No compliance issues noted.

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SFHN/HHS	Project Open Hand								
	Project Open Hand Food and Nutrition Services	4- Commendable/ Exceeds Standards	4	4	4	4	No	FY19-20	Program met 100 % of its contracted performance objectives, 90% of its contracted units of service, and 687% of its contracted unduplicated client target. Client satisfaction submitted in timely fashion and results analyzed and discussed with program staff. No
	Project Open Hand Food and Nutrition Services (GTZ)	4- Commendable/ Exceeds Standards	4	4	4	4	No	FY19-20	Program met 100 % of its contracted performance objectives, 107% of its contracted units of service, and 280% of its contracted unduplicated client target. Client satisfaction submitted in timely fashion and results analyzed and discussed with program staff. No

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PHD/CHEP	San Francisco AIDS Foundation								
	HIV Informed HCV Screening and Linkage to Care:	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	FY19-20	Program met 100 % of its contracted performance objectives and 19% of its contracted units of service. Client satisfaction conducted with survey tool/questionnaire but results not analyzed. No compliance issues noted. Program commended for
	HIV HCV OPT-IN Outreach and Linkage to Care:	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	FY19-20	Program met 80 % of its contracted performance objectives and 92% of its contracted units of service. Client satisfaction conducted with survey tool/questionnaire but results not analyzed. No compliance issues noted.
	Mobile Low-Threshold HCV Services:	Program scoring suspended due to COVID-19 impact							Not Available
	Harm Reduction Training Services:	Program scoring suspended due to COVID-19 impact							Not Available

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DPH/ Dept Wide	Chinese Hospital Association								
									Not monitored by BOCC
Behavioral Health Services-CYF	Homeless Children's Network								
	Homeless Children's Network Ma'at	Program scoring suspended due to COVID-19 impact	NA	NA	NA	NA	No	FY19-20	Program met 60% of contracted performance objectives and 82% of of its contracted units of service. No compliance issues noted. Client satisfaction return rate more than 50% with percentage of clients indicating satisfaction with the program's services was less than 50%. No